



# Policy and Conditions

2020 - 2021

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# ACCOMMODATION CENTRE INFORMATION AND POLICIES 2020/21

## THE ROLE OF THE ACCOMMODATION CENTRE

The Accommodation Centre Team is responsible for:

- Allocating all accommodation to students seeking to live in campus accommodation in the Halls of Residence;
- Allocation and management of all off-campus head leased properties;
- Sending out information and offers of accommodation to students and preparing students' accommodation Agreements;
- Ensuring that all Residents are invoiced correctly for their accommodation fees, organising deposits and notifying students of payment dates;
- Offering continued support regarding the above services throughout the year, to students living or seeking to live in Halls of Residence or in an off-campus head leased property.

Each of these functions is important to ensure that you are given the appropriate information and advice to enable you to promptly complete and return the online accommodation documentation to the Accommodation Centre. For enquiries or advice on the above, you should contact a team member at the Accommodation Centre who will be happy to assist.

**Ruth Lucas-Levitt, Head of Accommodation**

## THE ROLE OF RESIDENCES SERVICES

The team in your Residences Reception are responsible for the day-to-day management of their residential areas. We aim to provide safe and secure accommodation, with other supporting services, to meet the needs of our customers and support students in achieving their academic goals and to develop as adults who live in and contribute to our community.

If you need help with any of the following please contact them by telephone, email or visiting your Residences Reception:

- Maintenance requests;
- General housekeeping issues;
- Problems which are affecting your quality of life as a Resident in University accommodation (e.g. noise or other disturbances).

Residences staff are also a useful first point of contact for other general enquiries. If they are unable to help, they will know which of the various services at the University is most appropriate for you and how to contact them. The Residences also employ teams of Residence Ambassadors who, as students themselves, have first-hand experience of life at Brunel. They are available Monday to Thursday inclusive, between 5pm and 9pm (except during vacation periods) to help support and guide you during your stay. They can be contacted in person, by email or by telephone.

**Gwyn Jones, Head of Residences**

## BRUNEL UNIVERSITY LONDON VALUES

The University's actions and activities are guided by a set of core values which define what we do and how we do it. The values of the University as a community are central to the way we see ourselves and are at the heart of everything we do. They are encapsulated in these qualities.

<b>Open and honest</b>	We work to high ethical standards, and are transparent in our dealings and decisions
<b>Fair and inclusive</b>	We treat everyone with dignity and respect; we all have the same opportunity to succeed
<b>Determined</b>	We are purposeful and agile in a changing world and work in innovative ways to achieve our goals
<b>Focused on excellence</b>	We always aim to achieve the best and we value and reward excellence

# UNIVERSITY ACCOMMODATION POLICIES

## UNIVERSITY ACCOMMODATION POLICY 2020/21

### Brunel University London:

- Operates a fair allocation policy that does not discriminate on grounds of race, colour, religion, ethnicity, sexuality, age, gender or disability.
- Each year sets aside a number of rooms for returning students for the following session. The number of rooms set aside may vary each year depending on University target figures for new students. These rooms are allocated in accordance with guidelines for returning students who apply by the deadline dates, usually in January each year for the following session starting in September. Students who apply will be considered for allocation in order of policy priority and will be provisionally allocated before the end of session.
- If the demand from returning students for accommodation is greater than the supply of rooms, students who apply by the deadline date will be entered into a ballot for a place in halls in order of policy priority.
- Thereafter returning students who apply by the deadline date, but are unsuccessful in the ballot, may remain on the waiting list and will be prioritised for cancellations or for extra room availability, in September.

### The order of priority for the allocation of rooms in the residences is as follows:

- |             |   |
|-------------|---|
| Priority 1. | Students with disabilities (see Brunel University London Medical Policy);   |
| Priority 2. | Undergraduate students (including Clearing and Adjustment students) in their first year of registration in full-time study and full-time postgraduate, research, international students, under 18's, estranged, Sport Scholar, Care Leaver students who apply by the relevant deadline dates and meet the application conditions; |
| Priority 3. | Undergraduate full-time final year students on sandwich courses;  |
| Priority 4. | Undergraduate full-time final year students on non-sandwich courses;  |
| Priority 5. | Undergraduate full-time year three;   |
| Priority 6. | Undergraduate full-time year two including students on a thin sandwich placement;   |
| Priority 7. | Any other student.  |

**NOTE:** To help the **Students Union Executive** do their jobs more effectively, sabbatical officers are eligible to be allocated campus accommodation on a priority 2 basis.

To assist the Residences Management Team in providing out of office hours support to students living in Residences, **Residences Student Ambassadors** who are willing to live on campus as a desirable requirement of their role, are eligible to be allocated campus accommodation on a priority 2 basis.

### PRIORITY 1

See the Brunel University London Medical Policy.

### PRIORITY 2

#### **UNDERGRADUATES (including Clearing and Adjustment)**

The University is able to offer campus accommodation to full-time new undergraduates year one including students under 18 years of age (see separate Under 18's Policy for Resident Students) and clearing/adjustment students, may apply for campus accommodation.

#### **This will include:**

- Students on a foundation programme (the foundation year will be considered to be the first year of entry to the University);
- Direct entry into level two and level three (except those transferring from LBIC courses);
- Students studying with LBIC (the first LBIC year will be considered to be the first year of entry to the University);
- Exchange students (e.g. Erasmus and Socrates), who come in blocks of not less than one term, are entitled to accommodation on the same basis as other students coming to the University for the first time.

Accommodation is guaranteed for full-time new undergraduate (September entry only) students who hold an unconditional firm course offer and have applied for a campus room online no later than **31 August 2020**.

Late applications or course entry dates other than the start of the session will be considered *subject to availability*.

### **POSTGRADUATES (PGT & PGCERT) AND RESEARCHERS (PGR)**

#### **First year**

New first year postgraduate and research students in full-time study whose course entry is at the start of the session, may apply for campus accommodation.

Accommodation is guaranteed for new full-time first year postgraduate and research students (September entry only) students who hold an unconditional firm course offer and have applied for a campus room online no later than **31 August 2020**.

Late applications or course entry dates other than the start of the session will be considered *subject to availability*.

#### **Second and Third Year Researchers**

Accommodation is guaranteed for full-time research students commencing their second or third year of study paying full-time fees and applying by 31 January 2020 (please refer to priority 6 for part-time and students going into continuation information). This also includes students who are entering year two studying full-time on a two year postgraduate course.

Late applications or course entry dates other than the start of the session will only be considered subject to availability.

### **INTERNATIONAL STUDENTS, UNDER 18's, ESTRANGED STUDENTS, CARE LEAVERS AND SPORTS SCHOLARS**

Accommodation is guaranteed for full-time students entering the University via the Care Leaver route and returning students who successfully gain a sport scholarship, are under 18 years of age at the commencement date of their contract or who are paying international fees who have applied for a room by **31 January 2020**. All offers of accommodation are subject to accommodation contract terms and conditions.

### **STUDENT UNION SABBATICAL OFFICERS AND RESIDENCES STUDENT AMBASSADORS**

Accommodation is guaranteed to sabbatical officers and Residences Student Ambassadors who apply for a campus room by the **31 July 2020**. All offers of accommodation are subject to accommodation contract terms and conditions.

Late applications or course entry dates other than the start of the session will be considered *subject to availability*.

## **PRIORITY 3**

### **FINAL YEAR UNDERGRADUATES – SANDWICH COURSE**

- Accommodation is guaranteed for full-time final year sandwich undergraduate students who have applied by **31 January 2020**. All offers of accommodation are subject to accommodation contract terms and conditions.
- Final year sandwich undergraduate students who apply late will be considered for accommodation after other priority groups.
- Students on an extended five year M.Eng course can apply for accommodation in the same order of priority as final year sandwich students.
- Students on a four year M.Eng course can apply for accommodation in the same order of priority as a non-sandwich final year student.
- During the returner application process third year sandwich undergraduate returners will be treated as the same priority level as third year final undergraduates (see 'Additional Information' for further details on cancelling due to placement).

Late applications or course entry dates other than the start of the session will be considered *subject to availability*.

## **PRIORITY 4**

### **FINAL YEAR UNDERGRADUATES –NON-SANDWICH COURSE**

- Accommodation is guaranteed for full-time final year non-sandwich undergraduate students who have applied by 31 January 2020. All offers of accommodation are subject to accommodation contract terms and conditions.
- Final year non-sandwich undergraduate students who apply late will be considered after final year sandwich course students have been allocated.

Late applications or course entry dates other than the start of the session will be considered *subject to availability*.

## PRIORITY 5

### THIRD YEAR STUDENTS

Including:

- Full time third year undergraduate students on a four or five year course
- Accommodation is guaranteed for full-time third year undergraduate students who have applied by 31 January 2020. All offers of accommodation are subject to accommodation contract terms and conditions.
- Third year undergraduate students who apply late will be considered after final year non-sandwich course students have been allocated.

## PRIORITY 6

### SECOND YEAR STUDENTS

Accommodation is guaranteed for full-time international fee paying second year undergraduate students who have applied for a room by 31 January 2020. All offers of accommodation are subject to accommodation contract terms and conditions.

All other second year full time undergraduate students including those on a thin sandwich placement are usually expected to live off campus, but depending on demand some second year students may be able to secure campus accommodation. However, if demand is greater than supply you may place your details on a waiting list and if demand from higher priority groups is met you will be considered for campus accommodation or consider booking an off campus property through the Brunel Student Lettings Team.

Priority 6 also includes:

- Undergraduate students entering year one who have completed a foundation year will be considered for campus accommodation subject to availability but if you want to secure accommodation early you should contact the Brunel Student Lettings Team for information on local housing. You may wish to place your details on a waiting list and if demand from higher priority groups is met you will be considered for campus accommodation. However, accommodation is guaranteed for full-time international fee paying undergraduate students who have applied for a room by 31 January 2020. All offers of accommodation are subject to accommodation contract terms and conditions.
- Undergraduate and postgraduate students who are part-time or who have exceeded the normal duration of their course are considered to be lower priority. However you may wish to place your details on a waiting list and if demand from higher priority groups is met you will be considered for campus accommodation.
- Research students paying continuation fees for part or all of the academic year will be considered low priority. However you may wish to place your details on a waiting list and if demand from higher priority groups is met you will be considered for campus accommodation.
- Undergraduate students repeating year one will be regarded as second year students and will not be offered accommodation as a priority. You may wish to place your details on a waiting list and if demand from higher priority groups is met you will be considered for campus accommodation. However, accommodation is guaranteed for full-time international fee paying undergraduate students who have applied for a room by 31 January 2020. All offers of accommodation are subject to accommodation contract terms and conditions.
- Diploma and certificate LBIC students transferring to or from Brunel Courses will be regarded as second year students and will be considered for campus accommodation subject to availability. However you may wish to place your details on a waiting list and if demand from higher priority groups is met you will be considered for campus accommodation. However, accommodation is guaranteed for full-time international fee paying undergraduate students who have applied for a room by 31 January 2020. All offers of accommodation are subject to accommodation contract terms and conditions.

Late applications or course entry dates other than the start of the session will be considered *subject to availability*.

## PRIORITY 7

Any other students not listed above. However, accommodation is guaranteed for full-time international fee paying undergraduate students who have applied for a room by 31 January 2020. All offers of accommodation are subject to accommodation contract terms and conditions.

### STAFF AND VISITING ACADEMICS

Staff and visiting academics are not able to book accommodation through the Accommodation Centre but may wish to speak with the Conference Office or the campus Lancaster Hotel for further information.

## STUDIO FLATS FOR CO-HABITING COUPLES

To be eligible to apply for a studio flat you are required to be:

- An enrolled full-time, full-fee paying student for the entire session. The Accommodation Centre may request evidence of your status from the Student Centre.
- Co-habiting couples, irrespective of sexual orientation, may apply for this accommodation provided they are in a long-term and stable relationship. An email from your partner will also be required to confirm they are aware that their details have been placed on the Studio Flat application.

### PRIORITY

Priority is given to students who are in a co-habiting couple and have supplied the partner confirmation documentation to the Accommodation Centre. Offers will be made on a first come first served basis from 25 February 2020 and will continue until the studio flats are fully booked. Single applicants are also invited to apply however offers of accommodation are subject to availability and will be considered after all couples have been allocated.

Once the studio flats are fully booked students will be able to add their details to the waiting list. Ten studio flats will be reserved for first year student's joining the University in September 2020.

### ADDITIONAL INFORMATION

- There is no family campus accommodation available. Students seeking to live with children/dependants cannot be offered studio flats. Please contact the Brunel Student Lettings Team for advice on your off campus options.
- A student and/or their partner who is pregnant at the start of the Licence Agreement are advised to seek off campus housing as studio flats are not suitable for children. If you have to move off campus as a result of changes to your circumstances there may be financial implications to consider.

## CRIMINAL CONVICTIONS

The University requires individuals as a condition of their application for accommodation to disclose any relevant criminal convictions and related information for the Resident and their partner (for studio flats) as described in the University Disclosure Policy. For further information on the University's Policy for acceptance of ex-offenders, see [www.brunel.ac.uk/study/admissions/policy](http://www.brunel.ac.uk/study/admissions/policy). Applicants and their partners are not required to disclose convictions or cautions that are "spent" under the Rehabilitation of Offenders Act 1974 (as amended). See regulation 3 for more details.

## ADDITIONAL INFORMATION

### MATURE STUDENTS

Mature students joining the University will be allocated in accordance with the University Accommodation Policy. Where possible the Accommodation Centre will try and place mature students together subject to availability. We will automatically try and place students who are 21 and above, with a similar age range. However please be advised this cannot be guaranteed and is subject to availability.

### JANUARY INTAKE

Students returning to the University in January may place their details on a waiting list for accommodation. If demand from priority groups is met, students will be considered for accommodation in accordance with policy priority. Students starting their course in January will be made priority for any vacancies, however, please be advised this cannot be guaranteed and is subject to availability.

### PLACEMENT STUDENTS

If you secure a placement locally, the Accommodation Centre will consider an application to live on campus during the period of your placement. However this is subject to availability.

**NOTE:** If demand for campus accommodation exceeds supply and we are unable to accommodate you on campus, you may wish to place your details on a waiting list. If demand from higher priority groups is met, you will be considered for accommodation in accordance with policy priority.

#### **FURTHER NOTES**

- The University reserves the right to withdraw any offer of accommodation if a student's year group (and thereby the priority status) changes as a result of having to repeat a year.
- The following factors are not normally taken into account when allocating campus accommodation:
  - Being an officer of a club or society;
  - Financial assets or means;
  - Work placement locations;
  - Gender;
  - Religion;
  - Domestic circumstances.
- In all cases we will try to allocate students their preferred accommodation, but any preferences (e.g. specific hall, single gender flat) are not guaranteed and an alternative would be offered without notification.

## **BRUNEL UNIVERSITY LONDON MEDICAL POLICY 2020/21**

The University recognises that in exceptional cases some students who have a permanent and substantial disability or have a medical condition requiring treatment by chemotherapy or dialysis cannot attend the University unless they are accommodated on campus. First year students (UG and PG) are advised to complete the online questionnaire that they will receive from the Disability and Dyslexia Service at Brunel. Alternatively, new students are advised to contact the Disability Adviser at [wellbeing@brunel.ac.uk](mailto:wellbeing@brunel.ac.uk) to discuss specific individual adjustments to accommodation that will be needed. Returning students are required to make an appointment in person with the Welfare Team located in the Student Centre to discuss their requirements.

#### **To be eligible, returning students must meet one of the eligibility criteria listed below:**

- a) The student has a permanent and substantial disability which means they are unable to walk or have considerable difficulty in walking for a distance of more than 100 metres.
- b) The student's disability requires specialist adaptations or facilities not available in off-campus accommodation.
- c) The student has a medical condition treated by chemotherapy or dialysis.
- d) The student has a recognised disability under the Equality Act 2010 (not already covered above) which would cause substantial disadvantage to the student if he/she were not offered campus accommodation.

#### **Consideration for accommodation on campus for such students will be given under the following process:**

1. The student must meet one of the eligibility criteria.
2. The student must attend, in person, an assessment with a member of the Disability and Dyslexia Service (returning students).
3. Students must be assessed for accommodation before the end of the preceding academic year (returning students). (Exceptions will only be considered for students who have become disabled during the vacation period.)
4. The student must produce medical evidence from a UK based medical practitioner stating specifically how they meet the relevant criteria.
5. The student must have applied for, or be in the process of applying for Disabled Students Allowances (unless ineligible due to Overseas funding status).
6. Students must in the first instance be in full-time study, paying full-fees and not in continuation during the academic session for the period of their Licence Agreement.

**NOTE:** The existence or pre-existence of disorders that are well controlled and have responded to medical treatment, even though there is a continuation of medical treatment, does not necessarily constitute medical or disabled grounds for campus accommodation.

The Accommodation Centre will consider such applicants recommended by the University Disability and Dyslexia Service and Medical Centre in accordance with the University's policies. Any offers are subject to suitable accommodation being available and subject to allocation policy conditions being met.

#### **Personal Assistants (Carers)**

Updated 6 March 2020

The University recognises that some students applying for campus accommodation may have a disability or medical condition that requires a Resident personal assistant (carer). In these cases the University can provide the option of a room on campus for the personal assistant (carer) under the same terms and conditions as the student. Home students may be able to reclaim personal assistant (carer) costs from their Social Services Department (often via a Direct Payments Scheme).

Students requiring campus accommodation for their personal assistant (carer) must provide evidence that they have had a community assessment from Social Services which recommends the need for a personal assistant (carer) as part of the individual's agreed Care Plan. Prospective students and returning students are responsible for making their own arrangements to be assessed and for ensuring the personal assistant (carer) assessment is completed in advance of the new session. This is to enable the Accommodation Centre to reserve the appropriate accommodation to meet the student's needs. For further information please contact the Brunel Disability and Dyslexia Services.

**NOTE:** When considering whether a disabled person or student is placed at a substantial disadvantage compared to somebody who is not disabled, account will be taken of the time inconvenience, effort or discomfort entailed in comparison with other people. A 'substantial' disadvantage is one that is more than minor or trivial.

## UNDER 18'S POLICY FOR RESIDENT STUDENTS

The under 18's policy covers students applying for University campus accommodation, whose 18<sup>th</sup> birthday falls after the first day of the Licence Agreement of the year of entry to the University. The policy will cease to apply to students once they reach their 18<sup>th</sup> birthday. Both the student and the parent/guardian or guarantor must sign a declaration that they agree to the exchange of information on the under 18 student referred to below.

Students under the age of 18 are unable to enter into a Licence Agreement with the University and the University requires a parent/guardian or guarantor to sign the Licence Agreement. This means that the parent/guardian or guarantor must pay any sums agreed under the Licence Agreement if the student fails to do so. Please note that the guarantor cannot be a Brunel University London student or your partner if they are residing in a studio / flat.

The University cannot assume parental responsibility for a student under the age of 18. Students and their families should bear in mind that Brunel University London is an adult environment. Students are expected to behave like adults and to assume adult levels of responsibility. Students are expected to have the necessary skills to study and live independently alongside people from a wide variety of backgrounds. Places in halls are offered at the University, on the understanding that the student will be able to adapt to living away from home and to look after him or herself in all practical matters.

### *Arrangements during the Academic year*

Our responsibility to under 18 year old students:

#### **Accommodation Centre and Residences Services will:**

- Allocate new students who apply and accept their course offer and have applied for accommodation by 31 August 2020 into University campus accommodation. Allocate returning students who apply for accommodation by 31 January 2020 into University campus accommodation. We will use our best endeavours to offer University campus accommodation to applications received after this date, subject to availability.
- Highlight students under 18 to the Residence Management Teams and the students under 18 should contact them during office hours if necessary.
- Integrate students who are under 18 years of age with those who are over 18.
- Carry out Disclosure and Barring Service (DBS) checks on Residences Management Staff, Supervisors, Senior Student Ambassadors and Security Staff employed by the University, where necessary.
- Provide relevant training for Residences Staff in the Residences Office employed by the University and other staff with regular access to bedrooms.
- Promptly inform the parent/guardian or guarantor if we become aware that the student:
  - Is in accommodation fee arrears of one term or more;
  - Is in serious breach of the Residences Regulations Terms and Conditions invoking Disciplinary Regulations.

- Ensure that students under 18 are aware of whom to contact in case of difficulties.
- In all cases will encourage students to involve a parent/guardian or guarantor where appropriate but will consider a student's request for confidentiality and the student's welfare as paramount, even if this means not telling their parent/guarantor at the student's.
- Send documentation, including a Licence Agreement and Regulations Booklet, to the student and parent/guardian or guarantor that is required to be accepted/signed and returned to the Accommodation Centre by the parent/guardian or guarantor before the student can take up residence.
- Provide the student and parent/guardian or guarantor with full details of how to secure a room on campus including the deadlines they are required to meet.

#### **Accommodation Centre and Residences Services will NOT:**

- Carry out DBS checks or provide training for University Contractors or Agency staff. All contractors will however, carry identification and will carry out repairs/works between 9am and 5pm except in an emergency situation.
- Act in Loco Parentis.
- Carry out any checks, other than those mentioned above on under 18's living in University managed accommodation.
- Monitor how the student spends their leisure time or manages their finances.
- Apply this policy to under 18's housed in the private sector or within off-campus University managed properties.

#### **Students' responsibility to Accommodation Centre and Residences Services**

Students will:

- Provide the name and address of a parent/guardian or guarantor who will be the University's point of contact for notification regarding accommodation fees arrears, serious breach of Residences Rules and Regulations and acceptance of Licence Agreements
- Provide the name of a parent/guardian or guarantor in the UK or an overseas country where the student is from.
- Be required to enter into a new Licence Agreement with the University on their 18<sup>th</sup> Birthday.
- Abide by the Licence Agreement terms and conditions from the point of accepting a campus room allocation.

## **CONDITIONS FOR RETURNING STUDENTS FOR SESSION 2020/21**

### **Eligibly**

To be eligible to apply for a room as a returning student you are required to be a full-time, full-fee paying, fully enrolled student for the entire session. The Accommodation Centre may request evidence from the Student Centre of your status. Periodic enrolment status checks take place for students due to move into accommodation at the start of each session. Students who will be taking re-sits during the summer months are at risk of having their room offer withdrawn. The Accommodation Centre will contact all students who have to take resits to discuss this. If we are unable to contact you however, your allocation may be withdrawn and offered to a student on the waiting list. If your resit exams are successful you may reapply for campus accommodation but an offer of a room will be made subject to availability. Please contact the Accommodation Centre for further information.

### **January Postgraduates**

Postgraduate students joining the University in the month of January each year will be eligible to apply as a 'returning student' for the following session, provided you meet the required criteria. Students whose application is successful, will be liable for the same terms and conditions as other Residents, including early termination charges, please the relevant Residences Rules and Regulations for more information. This also applies to Postgraduate students who join the University in September on 15-19 month courses.

**NOTE:** Final year, level four M.Eng and level three undergraduate students who are uncertain if they will be on a

placement will be invited to apply for returner student accommodation with the same priority as a Final Year student.

### Students returning from placement

Students who are returning from their placement in January 2021 can apply online and place their details on the waiting list. Accommodation will be offered in accordance with the University Accommodation Policy and subject to availability.

### Application

To apply for accommodation you should complete the online application form at <http://accom.brunel.ac.uk/apply>. Offers of accommodation, formal or otherwise, are provisional and are subject to the clearance of all fees owing to the University up to and including the Summer Vacation. Students who are successful in their application will be requested by email to accept their Licence Agreement online and make payment of a £250 deposit to secure their room booking.

### Deadline dates

**Single room:** The deadline for single room application forms is **Friday 31 January 2020**. Applications received after this date will be automatically added to the waiting list and room offers will be subject to availability.

**Studio flats:** Priority is given to students who are in a co-habiting couple and have supplied the partner confirmation documentation to the Accommodation Centre. Offers will be made on a first come first served basis from 25 February 2020 and will continue until the studio flats are fully booked. Single applicants are also invited to apply however offers of accommodation are subject to availability and after all couples have been allocated. Once the studio flats are fully booked students will be able to add their details to the waiting list. Ten studio flats will be reserved for first year student's joining the University in September 2020. An email from your partner will also be required to confirm they are aware that their details have been placed on the studio flat application.

### Cancellation (returning students for session 2020/21)

All cancellations must be put in writing to the Accommodation Centre by completing the online cancellation request form at <https://accom.brunel.ac.uk/apply>.

### Allocation

Allocations will be carried out in accordance with the University Accommodation Policy. If demand from returning students for the limited accommodation set aside is greater than the supply of rooms, students who apply by the deadline date will be entered into a ballot for a place in halls in order of policy priority. Those who apply after the deadline date will not be entered into the ballot but will be added to the waiting list and offered a room subject to availability.

### Provisional allocations

**Single rooms** - Provisional allocations (type of room eg en suite/standard/studio) will be announced on **Tuesday 25 February 2020** and successful students will receive a text and email confirmation. Group Request Application Forms will be available until **Friday 7 February 2020**, all students must first complete a single application form at <http://accom.brunel.ac.uk/apply> before adding their details to a group request form. A link to the group request form will be located in your online application confirmation email. On **Thursday 19 March 2020** the Accommodation Centre will confirm which Halls of Residence (eg, Fleming, Isambard etc) you have been provisionally allocated to.

**Studio flats** - Provisional allocations will be made on a first come first served basis from **25 February 2020** and will continue until the studio flats are fully booked.

## SUMMER VACATION 2021

### Offers and Application

Offers of accommodation are subject to the clearance of **ALL** outstanding accommodation related charges owed to the University.

There is a minimum booking period of one week for each booking. d

For each new booking, the full payment of your desired booking will need to be paid prior to the start of the new licence agreement.

Brunel students requiring accommodation during the Summer Vacation may apply online to the Accommodation Centre from 2021. Summer accommodation will not be available beyond 10am on Sunday 5 September 2021. Your Licence Agreement

must be carefully read and accepted online or signed and returned to the Accommodation Centre by the deadline stated in the Licence Agreement. Students are advised to apply for the full period required, as early as possible due to limited availability of some types of accommodation. It is important that you apply for the maximum period you require. If you decide to apply in small blocks the Accommodation Centre is not able to guarantee a continuous stay in the same room or that we will have availability when you make a future application.

Students with a term time Licence Agreement until 10am on Sunday 6 June 2021, have to apply and make the payment by **Friday 14 May 2021** if you want to continue your stay on campus after the Licence Agreement ends. Your first week's accommodation fee is **non-refundable** unless notice in writing to the Accommodation Centre is given by midnight on Monday 31 May 2021 at the latest.

Some areas will be closed/unavailable during the summer for redecoration or for conference use. Notice will be given if students are required to move to a different campus location.

#### NOTE:

- Summer Vacation Licence Agreements will be subject to the Residences Regulations.
- If Brunel students wish to return to campus for summer graduation, they must have been fully enrolled during that academic session. Brunel student status checks do not take place in the summer terms. Please note that access to other facilities on campus may only be available to fully enrolled students.
- Students whose summer accommodation fees are being paid by Departmental Transfer will be required to make the payment in full at the time of room offer. The fees are non-refundable in any circumstances.

#### Vacating

You may vacate early and you will be refunded for any additional nights you have paid (except for payments by Departmental Transfer). The minimum stay/charge of one week applies to each booking. You can email the Student Centre to check the balance on your account. To request a refund **after** you have moved out please contact the Student Centre by email to [student.centre@brunel.ac.uk](mailto:student.centre@brunel.ac.uk). For further conditions of stay please see the Summer Vacation Application Form at: <http://www.brunel.ac.uk/life/accommodation/summer-lets>.

#### Cancellation

Your first week's accommodation fee is **non-refundable** unless notice in writing to the Accommodation Centre is given **seven** days before the start of your Licence Agreement. Summer bookings end at 10am on Sunday 5 September 2021.

**NOTE:** Summer Residents should note that events, such as our Graduation Ceremonies and International Summer Schools, are held on campus, during the summer period.

## REFERENCES

The Accommodation Centre can provide a reference letter for students who have lived in halls and have no outstanding accommodation related charges or Residential alerts/bans on their accounts. Students can request a reference letter or a third party may request a reference letter online at <http://accom.brunel.ac.uk/reference>. All reference requests from third parties should be made online. The Accommodation Centre will require permission from the student concerned **prior** to releasing a reference to a third party. Permission will need to be given to us online by the student at <http://accom.brunel.ac.uk/reference> once the reference request has been submitted. Please note that a reference letter may take up to one week to process depending on demand, and therefore students should ensure that permission is provided promptly to the Accommodation Centre when requested. Reference letters will not be provided if a student is in breach of their Licence Agreement or has outstanding accommodation related charges owing to the University.

## FINANCIAL

#### Payment methods

All payments need to be made by cleared funds using the following methods:

- By credit/debit card to the University Income Office on +44 (0)1895 265264;
- Online by credit/debit card during your online application or acceptance or at: [www.brunel.ac.uk/courses/paying-](http://www.brunel.ac.uk/courses/paying-)

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your-fees. After payment has been made online you will receive a confirmation email from the payment provider Capita.

- By a bank transfer to the following account details:  
 HSBC Brunel University London  
**Account Number:** 00183849  
**Sort Code:** 40-45-08  
**Swift Number/BIC** (Bank Identification Code Number): MIDLGB2109L  
**IBAN Number** (International Bank Account Number): GB76MIDL40450800183849

**NOTE:** If you choose the bank transfer method, please ensure that you include your full name and **Brunel student ID** number on the bank transfer document to help us identify your payment. A copy of the bank transfer receipt must be sent to and received by the Accommodation Centre by email or post by the deadline date you will have been provided.

- Payment in person to the University Income Office. These can be made by credit/debit card, bank transfer or bankers draft

### Direct Debit

For Brunel students, payment of the termly accommodation fees for the academic year is preferred by direct debit. You can set up a direct debit at: [www.brunel.ac.uk/courses/paying-your-fees](http://www.brunel.ac.uk/courses/paying-your-fees). After you have moved out from campus accommodation you should cancel your direct debit by contacting your bank.

### Accommodation Fees

Accommodation fees have been set for 2020/21 at the following weekly amounts:

Halls	Room Type	Weekly Fee
<b>Single Rooms</b>		
Saltash, Chepstow, Clifton Halls	Band 1: Standard – Shared bathroom	£118.79
Standard 3 bed flats	Band 2: Standard – Shared bathroom	£129.99
Fleming Hall	Band 1: Single en suite bedroom with private bathroom (flat layout)	£155.89
Lancaster Complex (excluding Borough Road Hall), Bishop Complex, Isambard Complex	Band 2: Single en suite bedroom with private bathroom (flat layout)	£159.18
Mill Hall	Band 3: Single en suite bedroom with private bathroom (corridor layout)	£163.80
Faraday & Galbraith Hall	Band 4: Single en suite bedroom with private bathroom (flat layout)	£167.02
Lancaster Complex (Borough Road Hall)	Band 5: Single en suite bedroom with private bathroom (flat layout)	£187.53 From Jan 21 £201.60
<b>Flats for co-habiting couples</b>		
Isambard Complex	Studio flat	£233.03
Small Flat	One bedroom flat	£274.19
Large Flat	One bedroom flat	£282.66

**NOTE:** Accommodation fees are reviewed annually and are fixed for the full academic year. **Please note** that there is usually an annual increase in accommodation fees each year which will apply from the start of each academic year.

## CONTRACT LENGTHS

If your entry/start date occurs at any other time of the academic year than the start dates below, accommodation will only be offered subject to availability.

### UNDERGRADUATE STUDENT CONTRACT

Sunday 13 September 2020 to 10am on Sunday 6 June 2021

Sunday 20 September 2020 to 10am on Sunday 6 June 2021 (UG returning students in Isambard)

### PGCERT STUDENT CONTRACT

Sunday 30 August 2020 to 10am Sunday 20 June 2021

### POSTGRADUATE AND RESEARCHER CONTRACT

Sunday 13 September 2020 to 10am on Wednesday 15 September 2021

Or

Sunday 13 September 2020 to 10am on Sunday 5 September 2021

Or

Tuesday 5 January 2021 to 10am on Monday 3 January 2021

### FLOOD AND COASTAL UNDERGRADUATE STUDENT AND PG (MARCH END DATE) CONTRACT

Sunday 13 September 2020 to 10am on Wednesday 31 March 2021

### EXCHANGE STUDENT CONTRACT LENGTHS

Exchange/Erasmus students are offered one of the following contract period dates:

Contract 1 – 13 September 2020 – 10am on 4 January 2021

Contract 2 – 13 September 2020 – 10am on 6 June 2021

Contract 3 – 13 September 2020 – 10am on 5 September 2021

Contract 4 – From January 2021 onwards – 10am on 6 June 2021

Contract 5 – From January 2021 onwards – 10am on September 2021

**NOTE:** If your course does not match these contract periods you must inform the Accommodation Centre in advance of accepting the Licence Agreement. Offers of accommodation to Exchange/Erasmus students will be made subject to availability. Accommodation fees are payable for the full contract periods listed above.

## EARLY ARRIVAL

If a Resident wishes to take up occupation before the start of the Licence Period it may be possible to arrange this but first you are required to complete the following:

- Complete an online early arrival request form available at <https://accom.brunel.ac.uk/apply>;
- If early entry is available, the Resident will be charged room fees for the booked days whether they occupy the room or not. Charges will apply for extra nights at the relevant nightly rate;
- Payment must be made in full in advance at the time of booking. Without payment your booking will not be complete and keys/access cards will not be issued.
- Because you will be arriving to take up your campus accommodation before the actual start date in your Licence Agreement please note that you may be the only occupant of the accommodation until other Residents move in on Sunday 13 September 2020. Also, please note that in order to facilitate your early arrival, your room will have been cleaned, but the communal areas of the accommodation, (e.g. kitchen/bathrooms if it is a standard hall) may still require cleaning and therefore you may experience some inconvenience and disruption during this time.
- Please note that while we endeavour to make every effort to accommodate you in the same room as your main allocation some students may be placed in a temporary room until your accommodation is available and ready.
- It may not always be possible to arrive early, therefore, you may need to make alternative off campus arrangements. Please check the early arrival conditions at <https://accom.brunel.ac.uk/apply> for full details.

**NOTE:** All students should make arrangements for accommodation before they arrive at the University to start their course. Please ensure that you have secured your accommodation before you travel to the University.

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## SOCIAL MEDIA GUIDANCE

Brunel University London, in consultation with the Union of Brunel Students has published guidance on the use of social media by students. This guidance is intended to support and protect students in their use of social media, and to assist them in making the best use of it in order to enhance their personal and academic lives. It also makes students aware of the possible risks which may arise from the inappropriate, irresponsible or careless use of social media, both as a Brunel student and in their personal lives. The guidance also gives information about what to do if you encounter misuse of social media and signposts students to relevant support and advice. The guidance is available for all students to read in the Student Handbook at [www.brunel.ac.uk/life/student-handbook/policies](http://www.brunel.ac.uk/life/student-handbook/policies) and is also accessible from the main University website in the Policy & Regulations section. If you have any queries about this guidance please contact [hoss@brunel.ac.uk](mailto:hoss@brunel.ac.uk).

## COMPLAINTS PROCEDURE

**If you wish to make a complaint regarding the Accommodation Centre<sup>1</sup>** it will be processed in line with the University's Student Complaints Procedure. The University's Student Complaints Procedure and guidance notes can be accessed at [www.brunel.ac.uk/about/quality-assurance/complaints](http://www.brunel.ac.uk/about/quality-assurance/complaints). A summary of the three stages can be seen below:

- Stage 1:** Early Resolution - Your complaint can be put in writing to the Accommodation Centre by email to [bac@brunel.ac.uk](mailto:bac@brunel.ac.uk) and will be responded to within 2 working days. Depending on the content of your complaint it may be escalated to the Head of Accommodation or their representative. In such circumstances you will receive a response within 4 working days. You will be advised by email if your complaint is escalated to the Head of Accommodation or their representative.
- Stage 2:** If your complaint remains unresolved at Stage 1 students must complete a Complaint Action Form within 3 months of the incident complained about. Formal investigation and consideration by the Students Complaints Officer will then take place.
- Stage 3:** If you continue to be dissatisfied with the outcome of Stage 2 students may, under certain circumstances, request a review by the Chief Operating Officer. This must be within 14 days of the date of the letter of outcome to Stage 2.

Students should refer to the full version of the Student complaints procedure at [www.brunel.ac.uk/about/quality-assurance/complaints](http://www.brunel.ac.uk/about/quality-assurance/complaints) before submitting their complaint. Students may also wish to contact the University Mediation Service if they feel it would be helpful to speak to an independent mediator about their complaint. Further information about mediation is available at [www.brunel.ac.uk/about/quality-assurance/documents/pdf/Mediation-Doc-Dated-1-August-2014.pdf](http://www.brunel.ac.uk/about/quality-assurance/documents/pdf/Mediation-Doc-Dated-1-August-2014.pdf)

**If you wish to make a complaint about the services in your Halls of Residence<sup>2</sup>**, the Residences Complaints Procedure is not intended to deal with initial maintenance requests. If you need to report a problem in your accommodation please use the online reporting facility: <https://brunel-prod.planoncloud.com/>. If your complaint is about bullying or harassment by another Resident or a member of staff, please email us at: [res@brunel.ac.uk](mailto:res@brunel.ac.uk). To enable an appropriate member of staff to investigate your concerns and ensure support is available for you.

- Stage 1:** Early Resolution - Your complaint can be put in writing to Residential Services by email to [res@brunel.ac.uk](mailto:res@brunel.ac.uk) and will be responded to within 2 working days. Depending on the content of your complaint it may be escalated to the Head of Residences or their representative. In such circumstances you will receive a response within 4 working days. You will be advised by email if your complaint is escalated to the Head of Residences or their representative.
- Stage 2:** If your complaint remains unresolved at Stage 1 students must complete a Complaint Action Form within 3 months of the incident complained about. Formal investigation and consideration by the Students Complaints Officer will then take place.

<sup>1</sup>The Accommodation Centre's services include: Allocating accommodation to students seeking to live on campus; sending out information and offers of accommodation to students and preparing students' Licence Agreements; ensuring that all residents are invoiced correctly for their accommodation fees via the Finance Office; organising deposits and notifying students of payment dates and all matters relating to off campus housing secured through Brunel Student Lettings.

<sup>2</sup>Residences Services include: The day-to-day management of the residential areas; if you need help with any of the following please contact staff in the halls and Residences Office regarding: maintenance requests, general housekeeping issues, problems which are affecting your quality of life as a resident in University accommodation (e.g. noise disturbances).

**Stage 3:** If you continue to be dissatisfied with the outcome of Stage 2 students may, under certain circumstances, request a review by the Chief Operating Officer. This must be within 14 days of the date of the letter of outcome to Stage 2.

Concerns which are raised under the University's Student Complaints Procedure over 3 months after the incident occurred, may be deemed to be out of time and not be dealt with under the Procedure.

If your complaint is about something that does not fall within the scope of the Residences Complaints Procedure, you will be informed accordingly and your complaint may be referred to a different University procedure.

**NOTE:** At any stage of the complaints procedure and where appropriate, a complaint may be referred by the Head of Accommodation or the Head of Residences or their representative to one of the University's impartial mediators.

## USEFUL CONTACT INFORMATION

<p><b>Accommodation Centre</b>  Opening hours: Monday – Friday  9.00am to 4.45pm  <b>Tel</b> +44 (0)1895 267900  <b>Text</b> +44 (0)7860 023026  <b>Email</b>  <a href="mailto:bac@brunel.ac.uk">bac@brunel.ac.uk</a>  <b>Web and online chat</b>  <a href="http://www.brunel.ac.uk/accommodation">www.brunel.ac.uk/accommodation</a>  <a href="http://www.brunel.ac.uk/lettings">www.brunel.ac.uk/lettings</a>  <b>Question &amp; Answer Centre</b> <a href="http://accominfo.brunel.ac.uk">http://accominfo.brunel.ac.uk</a></p>	<p><b>Income Office</b>  Opening Hours: Monday – Friday  (Term time) 9.15 am to 4.15 pm  (Out of term time) 9.15 am to 1.00 pm  <b>Tel</b> +44 (0)1895 265264  <b>Fax</b> +44 (0)1895 269720  <b>Online Payments</b>  <a href="http://www.brunel.ac.uk/courses/paying-your-fees">www.brunel.ac.uk/courses/paying-your-fees</a></p>
<p><b>Residences Reception, Bishop Hall, Bishop Complex</b>  Opening Hours: Monday – Friday  9am to 5pm (or as advertised)  <a href="http://www.brunel.ac.uk/accommodation">www.brunel.ac.uk/accommodation</a></p> <p>The above reception covers the following areas:  Faraday, Saltash, Chepstow, Clifton, Bishop, Kilmorey, Lacy, St. Margaret’s, Southwark, Stockwell, Borough Road, Maria Grey, Gordon Halls</p> <p><b>Tel</b> +44 (0)1895 267100  <b>Email</b> <a href="mailto:res@brunel.ac.uk">res@brunel.ac.uk</a></p>	<p><b>Residences Reception, Concourse Hall, Isambard Complex</b>  Opening Hours: Monday – Friday  9am to 5pm  <a href="http://www.brunel.ac.uk/accommodation">www.brunel.ac.uk/accommodation</a></p> <p>The above reception covers the following areas:  Mill, Fleming, Galbraith, North, Meadow, Michael Bevis, Concourse, Stephen Bragg, West, Maurice Kogan, David Neave, Central, East, Runnymede, George Shipp, Trevor Slater, Shoreditch, Syd Urry, South, Brian Winstanley Halls</p> <p><b>Tel</b> +44 (0)1895 267100  <b>Email</b> <a href="mailto:res@brunel.ac.uk">res@brunel.ac.uk</a></p>
<p><b>Student Ambassadors</b>  Located in Bishop Hall</p> <p><b>Tel</b> +44 (0)1895 268025  <b>Email</b> <a href="mailto:Residences-Ambassadors@brunel.ac.uk">Residences-Ambassadors@brunel.ac.uk</a></p>	<p><b>Student Centre</b>  Located on the ground floor of the Howell Building</p> <p><b>Tel</b> +44 (0)1895 268268  <b>Email</b> <a href="mailto:student.centre@brunel.ac.uk">student.centre@brunel.ac.uk</a>  <b>Web</b> <a href="http://intra.brunel.ac.uk/s/studentcentre">http://intra.brunel.ac.uk/s/studentcentre</a></p>
<p><b>Distribution Centre</b>  Located in Joseph Lowe Building  Opening hours: Monday – Friday 8am to 4pm  <b>Tel</b> +44 (0)1895 267615  <b>Email</b> <a href="mailto:distributioncentre@brunel.ac.uk">distributioncentre@brunel.ac.uk</a></p>	

## RESIDENCES ADDRESSES

<p><b>Faraday Complex (BLF)</b>  Room and Staircase  Faraday/Saltash/Chepstow/Clifton Hall*  Brunel University London  Uxbridge  Middlesex, UB8  3PH</p>	<p><b>Bishop Complex (BLF)</b>  Room and Flat number  Bishop/Kilmorey/Lacy/St Margarets Hall*  Brunel University London  Uxbridge  Middlesex,  UB8 3PH</p>
<p><b>Lancaster Complex (BLF)</b>  Room and Flat number  Southwark/Stockwell/Borough Road/Maria Grey/Gordon Hall*  Brunel University  London Uxbridge  Middlesex, UB8 3PH</p>	<p><b>Mill Hall (IMFG)</b>  Floor number and Room number  Mill Hall  Topping Lane  Uxbridge  Middlesex,  UB8 3PH</p>
<p><b>Fleming Hall (IMFG)</b>  Flat and Room number  Fleming Hall  Topping Lane  Uxbridge  Middlesex, UB8 3PH</p>	<p><b>Galbraith Hall (IMFG)</b>  Flat and Room number  Galbraith Hall  Topping Lane  Uxbridge  Middlesex, UB8 3PH</p>
<p><b>Isambard Complex (IMFG)</b>  Room and Flat number  North/Meadow/Michael Bevis/Concourse/Stephen Bragg/West Hall/Maurice Kogan/David Neave/Central/East/Runnymede/George Shipp/Trevor Slater/Shoreditch/Syd Ury/South/Brian Winstanley Hall*  Uxbridge  Middlesex, UB8 3PH</p>	<p><b>Postal Deliveries</b>  All letters for BLF Residents are delivered to Bishop Hall Post Room.   All letters for IMFG Residences are delivered to Galbraith Hall Post Room.   All Special Deliveries and Parcels are delivered to the Distribution Centre.</p>

***Please note these policies and conditions are subject to change***